

MULTIMEDIA



UNIVERSITY

STUDENT IDENTIFICATION NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 3, 2017/2018

### BRS2014 – RECRUITMENT AND SELECTION

(All sections / Groups)

1 JUNE 2018  
3.00 p.m. – 5.00 p.m.  
(2 Hours)

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#### INSTRUCTIONS TO STUDENTS

1. This Question paper consists of **TWO (2)** pages with **FOUR (4)** Questions only.
2. **ANSWER ALL** questions. All questions carry equal marks.
3. Please write all your answers in the Answer Booklet provided.

**Each question carries 25 marks.**

**ANSWER ALL QUESTIONS**

### **PricewaterhouseCoopers**

PricewaterhouseCoopers (doing business as PwC) is a multinational professional services network headquartered in London, United Kingdom. It is the second largest professional services firm in the world, and is one of the Big Four auditors, along with Deloitte, EY and KPMG. Vault Accounting 50 has ranked PwC as the most prestigious accounting firm in the world for seven consecutive years, as well as the top firm to work for in North America for three consecutive years.

PwC is a network of firms in 158 countries, 743 locations, with more than 236,000 people. As of 2015, 22% of the workforce worked in Asia, 26% in North America and Caribbean and 32% in Western Europe. The company's global revenues were \$37.7 billion in FY 2017, of which \$16 billion was generated by its Assurance practice, \$9.46 billion by its Tax practice and \$12.25 billion by its Advisory practice. PwC provides services to 422 out of 500 Fortune 500 companies.

Underpinning all this is the PwC Purpose: "To build trust in society and solve important problems". In line with their exciting growth, PwC is looking for a Senior Manager (Audit Operations).

Source : <https://en.wikipedia.org/wiki/PricewaterhouseCoopers> (accessed 25/4/2018)

### **QUESTION 1**

- (a) As PwC continue to grow rapidly, HR leaders are vital to get the job done right, managing and maintaining company culture through a massive growth spurt.

Propose to PwC senior management team the reasons why it is vital to adopt strategic staffing as compared to traditional staffing?

(10 marks)

- (b) Explain **THREE (3)** external influences on PwC Human Resources and staffing planning.

(15 marks)

**(Total: 25 marks)**

**Continued...**

**QUESTION 2**

- (a) PwC is expecting a continued increase in business demand. Suggest **THREE (3)** different strategies in which PwC can manage the employee shortage.  
(15 marks)
- (b) PwC tells you "It's easy to recruit people, just pay people more money".  
Do you agree? Discuss your answer.  
(10 marks)  
**(Total: 25 marks)**

**QUESTION 3**

- (a) Propose **THREE (3)** external recruiting sources that you think would be most effective for filling the Senior Manager (Audit Operations) and why.  
(15 marks)
- (b) It is essential to have a good recruitment process to attract the right kind of employees for PwC business needs. Briefly explain **TWO (2)** characteristics a good recruiter should have.  
(10 marks)  
**(Total: 25 marks)**

**QUESTION 4**

- (a) Suggest **THREE (3)** evaluative assessment methods you would use in PwC's staffing decisions to hire a Senior Manager (Audit Operations). Justify your recommendations.  
(15 marks)
- (b) Suggest **TWO (2)** strategies PwC can implement to ensure employee retention. Explain your answer.  
(10 marks)  
**(Total: 25 marks)**

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